



Dear Potential *FASTforward*[®] Licensee,

The enclosed materials are provided in response to your request for the USPS *FASTforward* Mailing List Correction (MLC) information package. Specifically, the following documents have been enclosed:

- Sample copy of the license agreement, with associated performance requirements and appendix
- Frequently asked questions (FAQs) about *FASTforward* for MLC
- Clarification of Acceptable Uses
- Certification Procedures
- System Design and Implementation Suggestions
- Application (Licensing Step 1)
- Self-Certification Statement (Licensing Step 1)
- License Agreement Questionnaire (Licensing Step 2)
- Security Documentation (Licensing Step 2)
- Licensee Survey (Licensing Step 2)

All of the information enclosed should be reviewed and utilized to determine if becoming a *FASTforward* MLC licensee is a business option that you wish to pursue. If after reviewing and understanding all of the legalities, terms, conditions and requirements set forth in the license agreement and you believe your organization can successfully fulfill these obligations, please refer to and follow the attached Certification Procedures.

If your company intends to develop a *FASTforward* interface system for sale or lease in the commercial marketplace, the USPS will pre-certify your vendor-developed *FASTforward* processing system. The USPS will license only the actual *FASTforward* service provider and not the vendor developed system.

If you have any questions or need additional information regarding this program, please contact the *FASTforward* support staff at 800-589-5766.

Sincerely,

/s/

Janice E. Caldwell
Manager, Address Management

Enclosures

SECTION 1

FASTforward[®] Mailing List Correction (MLC) Certification Procedures

The following describes the necessary steps of the certification process. All of the necessary information and documents are included to complete all steps of the certification process. This allows for an understanding of the certification process and provides for the opportunity to work on all steps simultaneously if desired. However, please be advised each step requires an approval letter, thus the submission of each step must be submitted in sequence. *The submission of all steps simultaneously is prohibited.* It is strongly recommended that the organization receive the Step 1 approval before expending resources on subsequent requirements.

All submissions should be made to the following address:

FASTFORWARD DEPARTMENT
UNITED STATES POSTAL SERVICE
6060 PRIMACY PKY STE 201
MEMPHIS TN 38188-0001

Step 1. Application and Self-Certification Statement Approval

The Self-Certification Statement and Application must be submitted to the USPS[®] (United States Postal Service[®]) for approval. Upon receipt of the official written approval from the USPS, step 2 can be submitted upon completion.

Step 2. Documentation Requirements

The following documentation must be completed, submitted and approved by the USPS:

- License agreement questionnaire
- Licensee survey
- Security documentation (includes electronic and physical security)

Upon receipt of the official written approval from the USPS, step 3 can be submitted upon completion.

Step 3. 90-Day Notification

A 90 day period is provided to allow your organization time to implement all policies, procedures and equipment necessary to utilize *FASTforward*. During this time a letter must be submitted to the USPS requesting a USPS *FASTforward* System. A copy of your ZIP+4[®] CASS[™] (Coding Accuracy Support System) certificate must accompany the letter requesting a USPS *FASTforward* system. The USPS *FASTforward* system must be setup, turned on and connected to a telephone line within 7 days of receipt.

Note: *An interface system must be physically located at your facility before submitting the request and before a USPS FASTforward system will be shipped.*

Step 4. FASTforward Testing

A letter must be submitted to the USPS indicating that the organization is ready to perform a *FASTforward* certification test. The USPS will contact the organization to schedule a test date. (While **FASTforward testing will usually** occur remotely, Licensor (USPS) reserves the right to perform *FASTforward* testing on-site.

The following items are tested in Step 4:

- Ability to process test files in Standard and Individual modes of operation
- Understanding of administrative requirements which includes processing the certification test and submitting the proper paper work.

Note: *If an organization fails to complete Step 4 successfully, the organization will have 30 days to correct the problems and schedule another test.*

SECTION 1
***FASTforward*[®] Mailing List Correction (MLC)**
Certification Procedures

Step 5. Execution of License

Upon successful completion of Step 4, an approval letter and a *FASTforward* License Agreement will be sent to the organization. **The *FASTforward* License Agreement must be signed by an officer who possesses legal authority to sign on behalf of the company, firm, or organization.** The signed, original agreement must then be returned to the USPS. Once received, the agreement will be forwarded to the USPS Purchasing Service Center for signature. At that time, a copy of the signed license agreement and two CD-ROM's containing the live *FASTforward* database will be sent to the organization via Express Mail. The USPS *FASTforward* system must be enabled to load live data. Prior to loading the data, you must contact the USPS *FASTforward* support staff at (800) 589-5766 to enable the system to accept live data.

SECTION 2

***FASTforward*[®] Mailing List Correction (MLC)**

System Design and Implementation Suggestions

The implementation and utilization of *FASTforward* MLC to obtain change-of-address (COA) data either for internal or client processing is a big step in any organization. The following information should be considered in developing the implementation plan:

- Select the interface system that will meet your business needs with regards to processing speeds, connectivity to other platforms or data streams and operational controls. Request demonstrations of the process and sample data from vendors/developers that supply the interface system.
- Determine the impact, if any, this system may have with existing COA processing such as direct customer contact, Address Change Service, National Change of Address (NCOA) and endorsements.
- In processing any COA data, regardless of origin, it is a good idea that the base file contain flags/fields that provide the necessary information on origin of the COA and when the record was updated. In conjunction with other COA processes circumstances may occur in which automated updating of certain base records may want to be prohibited and/or diverted to a different process. The utilization of these flags/fields or other fields will facilitate in the systemic decision making. Additional explanations regarding these circumstances can be provided by your interface developer and by contacting the USPS *FASTforward* department.
- Understand all of the components of the COA data including the different styles of addresses to insure the base file is being updated properly. The publications below are recommended for reference material:

Postal Addressing Standards, Publication 28
Address Information System (AIS) Products Technical Guide

The above material may be ordered from the USPS, National Customer Support Center at 800-331-5746.

- Understand all of the components of the COA data including the different styles of addresses to insure the base file is being updated properly.
- Mailing lists may contain multiple named individuals, especially in the financial and insurance environment, and may be printed on the actual mail piece. The multiple named individuals within a base record may or may not contain the same last name. Regardless, it is the responsibility of the organization to identify the primary target name for submission to the *FASTforward* process or develop processes to handle these records. Additional explanations regarding these circumstances can be provided by your interface developer and by contacting the USPS *FASTforward* department.
- *FASTforward* contains two modes of operation, Standard and Individual. The modes of operation directly affect name matching logic. Name matching logic is determined by the move type (Family, Individual, Business) in the data record on the *FASTforward* COA database that is a candidate for a match. Please review Section 8.8 Required Text Document of USPS *FASTforward* License Agreement for additional information. It is the responsibility of the organization or customer/client to understand these modes and select/determine the appropriate mode of operation for their files. Additional explanations regarding these circumstances can be provided by your interface developer and by contacting the USPS *FASTforward* department.
- It is recommended that a gradual implementation plan be utilized to ensure the system is performing as designed.

SECTION 3

***FASTforward*[®] Mailing List Correction (MLC)**

Clarification of Acceptable Uses

This document is intended to clarify allowable uses of the *FASTforward* service. As stated in Section 1.1 of the *FASTforward* License Agreement, "The sole purpose of this license and of the above name and address matching services is to provide address correction service for mailing lists that are processed by the Licensee's computer system that interfaces to the USPS *FASTforward* system. Information obtained or derived from *FASTforward* system shall **NOT** be used by the Licensee for the purpose of creating or maintaining 'new movers' lists for the benefit of itself or its customers."

This *FASTforward* processing prohibition does not apply to an institution's proprietary customer list if all three of the conditions below are met:

1. The list only contains the respective names and addresses of customers with whom the institution has an established and ongoing business relationship,
2. Information obtained from the *FASTforward* service that allows identification of specific customers who have moved is only used by the institution to continue the established business relationship with the customer by obtaining the necessary customer authorization, and
3. In the event that the institution should sell, rent, or otherwise provide the customer list to any third party, for any reason, no notation of customer move actions obtained from the *FASTforward* service is provided to the recipient of the list.

This activity, as outlined above, is clearly within the scope of mailing list correction that the *FASTforward* service is intended to provide.

This document does not negate or supersede existing *FASTforward* requirements as defined in the license agreement.

FASTforward licensees must ensure that when requested to provide *FASTforward* service, the clarifications listed above are clearly understood by potential customers.

SECTION 4
FASTforward® Mailing List Correction (MLC)
Frequently Asked Questions (FAQs)

Q1. A licensee maintains a customer file and that customer file is processed through FASTforward for the purpose of obtaining a change of address. That new address from the FASTforward change of address file then replaces the old address and the customer file is updated. Later, a portion of the names and addresses are selected for a mailing based upon pre-determined select criteria, but not all of the names with the changes of address are selected. Is this considered to be in preparation of a mailing and an acceptable use of FASTforward?

A1. Yes, as long as the "select criteria" is not designed to specifically select "new" addresses (i.e., addresses that have been changed or updated). Criteria which selects a variety of addresses which, only incidentally, happens to include updated addresses as well as unchanged addresses, is acceptable.

Q2. A licensee maintains a list which is not necessarily a customer list. This list is processed through FASTforward. The new address from the FASTforward change of address file is used to replace the old address on the list. Later, a selected group of names and addresses are sold for the purpose of mailing to those names and addresses. Is this considered to be in preparation of a mailing and an acceptable use of FASTforward?

A2. Yes, as long as the "select criteria" is not designed to specifically select "new" addresses (i.e., addresses that have been changed or updated); otherwise, a "new movers" list would result. Criteria which selects a variety of addresses which, only incidentally, happens to include updated addresses, as well as unchanged addresses, is acceptable.

If new addresses that originated in a customer's FASTforward processed list -- rather than a licensee's proprietary list -- are "later selected" to be offered by the licensee to other customers or for any other purpose, the licensee must have the customer's permission.

Note: The Postal Service™ considers it to be in its best interest, and in the interest of its ratepayers, to take advantage of opportunities which result in reduction of the volume of undeliverable-as-addressed mail. Accordingly, licensee FASTforward processing to update their internal address files is an allowable practice that is incidental to having a FASTforward license. It is further emphasized that the subject list in this question contains only one address per record, not both new and corresponding old address. If such lists/files are either offered to customers or are used for processing customer lists, the licensee must ensure that such lists will not accommodate usage to link old and corresponding new addresses.

Q3. A licensee's proprietary old/new address file is processed through FASTforward. The old and new address from the FASTforward change of address file is used to update the proprietary old/new address file. A customer's mailing list is then processed through this proprietary old/new address file with proprietary matching logic. The changes of address from this proprietary old/new address file are applied to the customer mailing list and this list is used to produce a mailing. Is this considered to be in preparation of a mailing and an acceptable use of FASTforward?

A3. No. The FASTforward File may not be used to update a proprietary licensee old/new address file

SECTION 4
FASTforward® Mailing List Correction (MLC)
Frequently Asked Questions (FAQs)

- Q4. A non-licensee's proprietary old/new address file is processed by a licensee through *FASTforward*. The changes of address from *FASTforward* are used to update the proprietary old/new address file. A customer's mailing list is then processed through this proprietary old/new address file with proprietary matching logic. The changes of address from this proprietary old/new address file are applied to the customer mailing list and this list is used to produce a mailing. Is this considered to be in preparation of a mailing and an acceptable use of *FASTforward*?
- A4. *No. This constitutes disclosure, albeit piecemeal, of the FASTforward File by a licensee to a non-licensee.*
- Q5. A licensee maintains a customer file and that customer file is processed through *FASTforward* for the purpose of obtaining a change of address. That new address from the *FASTforward* change of address file is used to replace the corresponding old address in the customer's file, thereby updating the file. The old address is retained for the purpose of mailing to the "occupant" or "resident" at the old address (i.e., without including the name of an individual or family in the address). Is this considered to be in preparation of a mailing and an acceptable use of *FASTforward*?
- A5. *No. The practice of using the FASTforward file in this manner would be unacceptable if the "retained" addresses are used to build a special (e.g., targeted) address list such as, for example, a pending "new movers" list. This would be contrary to the spirit and intent of prohibiting "new movers" lists. However, "saturation" mailings to all addresses in a given area (e.g., a five-digit ZIP Code or other geographic area) need not be denuded of addresses which have been vacated.*
- Q6. A licensee maintains a customer file and that customer file is processed through *FASTforward* for the purpose of obtaining a change of address. The change of address is not used to update the customer file. Instead, it is used to test the validity of the changes of address from *FASTforward*. To test the validity, mailings are sent to the old address using half of the change-of-address records in the updated customer file and to the new address using the other half. Is this considered to be in preparation of a mailing and an acceptable use of *FASTforward*?
- A6. *No. This is not an acceptable use of the FASTforward File under the terms of the license. Any perceived need for additional quality control tests should be coordinated with the National Customer Support Center which maintains a well staffed, intensive ongoing quality control testing operation. Licensee suggestions of innovative additional test approaches are always welcome.*
- Q7. Concerning the customer "FASTforward Processing Acknowledgment Form":
- (a) Who must sign the form as the *FASTforward* Licensee Representative? Must it be an officer?
 - (b) If we have a customer who submits lists for processing from multiple locations, will we need an acknowledgment form from each location or just one from the corporate level?
 - (c) Will a faxed acknowledgment form be acceptable?
- A7. (a) *Yes, an officer will need to sign as the Licensee's representative.*
(b) *An acknowledgment form will be required once per calendar year from each location and from the corporate level if a customer submits lists for processing from multiple locations.*
(c) *A faxed acknowledgment form from each location will be acceptable provided that the signed original is received by the licensee for archiving within two weeks after the fax transmission.*

SECTION 4
FASTforward[®] Mailing List Correction (MLC)
Frequently Asked Questions (FAQs)

Q8. What is the purpose of the Processing Acknowledgment Form (PAF)?

A8. The PAF provides a record documenting that your customer has received your brochure explaining the FASTforward services and that they understand the sole purpose of FASTforward processing. It also provides a record of the assigned unique 8-character customer ID.

Q9. How often are licensees audited or tested? Are there any charges involved?

A9. Licensee Performance criteria will be audited at least 3 times a year. (See the License Agreement Section 2.1 and the Appendix under Testing and Auditing for further information on these required process quality reviews.) There are no charges for the 3 annual audits. However, any additional audits that are failure related will be assessed a charge of \$2,600.

Q10. Who should I call if I'm having a problem performing the FASTforward process?

A10. In most cases, your certified interface vendor should be contacted first. If the vendor determines FASTforward technical support is needed you should call our Hotline 1-800-589-5766. Phone support is available 7 Days a week, 24 hours a day.

STEP 1
***FASTforward*SM Mailing List Correction (MLC)**
Application

Please Print:

Licensee Name: _____

Licensee Address: _____

Vendor Company Name: _____

Tax Identification No. (TIN): _____

Telephone No.: _____ Fax No.: _____

Contact Name: _____

Parent Company (if applicable): _____

Terms and Conditions of Application For License

1. The United States Postal Service *FASTforward* technology, as stated in the License Agreement, may only be used to provide address information that will be used to correct mailing lists that prepare mail for the purpose of acceptance and delivery by the USPS.
2. Prior to consideration for a *FASTforward* license, I, as a potential licensee, must demonstrate the capability and past performance of mailing list preparation to a degree that warrants, in the opinion of the USPS, that licensing of the technology to the applicant is in the best interest of the USPS. **The applicant will submit the Self-Certification Statement, along with this application** that will enable USPS to make this determination. This information should include a description of the applicant's business and its mailing-related functions, annual USPS mailing list preparation and/or mail volumes, and its experience in this field. Refer to the page titled "STEP 1, Self-Certification Statement" for the minimum specific information that must be provided.
3. Prior to consideration as a *FASTforward* license, I, as a potential licensee, must demonstrate that the system to be *FASTforward*-enhanced has obtained and maintaining USPS Coding Accuracy Support System (CASS) certification.
4. Prior to consideration as a *FASTforward* license, I, as a potential licensee, must demonstrate, in accordance with Section 6.1 of the *Licensee Performance Requirements*, that I have obtained (purchased, leased, or created) an MLC system(s) that has been USPS-precertified as *FASTforward* capable.
5. No *FASTforward* license will be granted to me prior to USPS acceptance testing and approval of my specific MLC platform at my site.

I hereby affirm that I have read and fully understand the terms and conditions listed above. I, my company, and/or firm agree to meet these terms and conditions as a prerequisite to applying for or obtaining a USPS *FASTforward* License Agreement. I also affirm that I am an officer of the company, firm or organization who possesses legal authority to sign on behalf of the company, firm, or organization.

Name (please print): _____

Title: _____

Signature: _____ Date: _____

STEP 1
***FASTforward*SM Mailing List Correction (MLC)**
Self-Certification Statement

The following provides clarification and specifics for Item 2 of the Application. This must be provided for evaluation along with the Application.

1. A narrative describing the nature of the applicant's business, with emphasis on its mailing-related functions and experience in this business.
2. A description of how the applicant plans to utilize *FASTforward* technology as part of its business.
3. A statement of the applicant's annual mailing list preparation volume that will be processed by *FASTforward* technology both for the applicant and its commercial customers, if applicable (estimated number of mailings and total of address records processed).
4. A statement of the applicant's estimated annual mailing volume (number of pieces) both for itself and its commercial customers, if applicable.

These items constitute the minimum information requirements. If the applicant wishes to provide additional information, it is welcome to do so. After review of the provided information, the USPS will notify the applicant in writing of the acceptance or rejection of its license application.

STEP 2
FASTforward[®] Mailing List Correction (MLC)
License Agreement Questionnaire

The attached questionnaire was designed to ensure that as a potential *FASTforward* Licensee you have **read and fully understand** the terms and conditions of the *FASTforward* License Agreement and Performance Requirements.

Prior to certification and testing the questionnaire must be accurately completed and forwarded to the United States Postal Service's National Customer Support Center for review. The USPS will notify your organization in writing of acceptance status.

Your signature below affirms that you completed this questionnaire without assistance from others outside your organization.

Name (Please Print): _____

Company Name: _____

Title: _____

Signature: _____

Date: ____/____/____

USPS Use Only	
Date Submitted:	____/____/____
Received by:	_____
Check one:	<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved

STEP 2
FASTforward® Mailing List Correction (MLC)
License Agreement Questionnaire

	<p>Q1. A prospective customer of the <i>FASTforward</i>® for Mailing List Correction (MLC) service has many electronic retail stores in a given franchise area. The franchisee has a list containing the names and addresses of all its customers and wants to take that list and have you run it through your MLC service with a goal of producing a special mailing to only those customers who have moved according to the MLC feedback. The franchisee wants to enclose a 15% discount coupon with a letter telling their established customers who have moved that they may use the coupon for all their purchases in an upcoming visit to the electronics retail store. Is this intended use permissible?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>Q2. The customer referenced in the above example has a friend who owns a pharmacy franchise in the same area. Can your customer give, rent, or sell to the pharmacy franchisee the names and addresses of those people who you have identified as 'recently moved'?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>Q3. A prospective MLC customer purchases a software package that represents the white/yellow pages of a telephone directory. The MLC customer wants to extract all the names and addresses in their local area. The file thus extracted is intended to be the input to an MLC process. The names and addresses identified as movers will be targeted for a mailing. Is this a permissible use of the MLC process?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>Q4. If a list containing 100,000 names and addresses is submitted to an MLC process and 2,000 records are flagged with new addresses, can the 2,000 old addresses be used to produce a 'new movers' list?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>Q5. If an MLC Licensee wants to process on multiple <i>FASTforward</i> systems either at the same location or from other sites operated and controlled by the Licensee, what are the annual licensing fees for each additional copy? What is the cost if the multiple Licensee systems are multiplexed into a single USPS <i>FASTforward</i> system?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

STEP 2
FASTforward[®] Mailing List Correction (MLC)
License Agreement Questionnaire

	<p>Q6. How many ways can the Postal Service conduct Process Quality Reviews (audits)? How often must the Postal Service conduct these reviews?</p> <hr/> <hr/> <hr/>
	<p>Q7. How much will the USPS charge the MLC Licensees for conducting the Process Quality Reviews? If charged, why and when?</p> <hr/> <hr/> <hr/> <hr/>
	<p>Q8. Are all MLC Licensees required to advertise that their organization performs MLC processing?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>Q9. What are the six specific provisions relating to advertising for MLC services that must be observed by Licensees?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
License Agreement Questionnaire

	<p>Q10. Does the USPS require Licensees to submit advertising in advance of publication for approval? If so, how much time does the Postal Service have to review the advertising?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>_____</p>
	<p>Q11. The restrictions surrounding the Postal Service's use of change-of-address data stem from what specific federal legislation? What reference within that legislation controls use of the data?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
	<p>Q12. What section of the <i>FASTforward</i> license agreement describes suspension of the <i>FASTforward</i> license agreement?</p> <p>_____</p>
	<p>Q13. What section of the <i>FASTforward</i> license agreement describes termination of the <i>FASTforward</i> license agreement?</p> <p>_____</p>
	<p>Q14. What action will be taken by USPS if a Licensee fails a third consecutive audit?</p> <p>_____</p>
	<p>Q15. Why can't a Licensee assume that, if the Licensee's business is sold, the MLC license automatically will be assigned or transferred to the purchasing organization?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
License Agreement Questionnaire

	<p>Q16. Can an MLC Licensee perform lookup services on a one-at-a-time basis for such customers as process servers, law enforcement agencies, or bill collectors? Why or why not?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <hr/> <hr/> <hr/>
	<p>Q17. If a Licensee is not aware of an unauthorized use of MLC data by one of its customers, is the Licensee held accountable? Why or why not?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <hr/> <hr/> <hr/>
	<p>Q18. Does the data contained within the <i>FASTforward</i> change-of-address database represent all changes-of-address submitted by the American public? If not, what is included or excluded?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <hr/> <hr/> <hr/> <hr/>
	<p>Q19. How many types of <i>FASTforward</i> MLC service providers are there? What are they?</p> <hr/> <hr/> <hr/> <hr/>

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
License Agreement Questionnaire

	<p>Q20. After an MLC system has been licensed by the US Postal Service, is the Licensee allowed to relocate the system?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <hr/> <hr/> <hr/>
	<p>Q21. When must a Licensee notify the USPS of a change in any component of its MLC system?</p> <hr/> <hr/> <hr/> <hr/>
	<p>Q22. How often must an MLC Licensee update the files used to perform CASS-Certified[™] ZIP+4 processing?</p> <hr/> <hr/> <hr/> <hr/>
	<p>Q23. Within how many days after receipt of the files referenced in Q22 must the update take place?</p> <hr/> <hr/>
	<p>Q24. How often will the USPS provide Licensees with <i>FASTforward</i> file updates?</p> <hr/> <hr/>
	<p>Q25. Within how many days after receipt of the updated <i>FASTforward</i> database must the Licensee update the licensed system?</p> <hr/> <hr/>

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
License Agreement Questionnaire

	<p>Q26. What report(s) and USPS Form must the Licensee provide a customer whose file is processed through MLC?</p> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q27. What files or reports must the Licensee provide to the USPS's National Customer Support Center (NCSC) as a result of processing customer files? How often must these reports be submitted to the NCSC?</p> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q28. If a Licensee is experiencing technical difficulty with its interface to the USPS <i>FASTforward</i> system, is it permissible to enable technology (e.g., a SCSI analyzer) to help the Licensee resolve the problem? Why or why not?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <hr/> <hr/> <hr/> <hr/>
	<p>Q29. Under what circumstances is it permissible for a Licensee to retain a copy of a client file produced as a result of an MLC process?</p> <hr/> <hr/> <hr/> <hr/> <hr/>

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
License Agreement Questionnaire

	<p>Q30. What is the Licensee to do with the USPS's CD-ROM's containing the <i>FASTforward</i> file after updating their system?</p> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q31. What is the minimum mailing list file size (number of names and addresses) that an MLC Licensee can process? What characteristics, other than the number of records, must be adhered to?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>32. What are the required outputs of an MLC process? Please be specific regarding file contents and reports.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q33. How may MLC customers provide files to MLC Licensees?</p> <hr/> <hr/> <hr/> <hr/> <hr/>

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
License Agreement Questionnaire

	<p>Q34. What three (3) performance criteria must be met in order to successfully pass the Process Quality Review?</p> <hr/> <hr/> <hr/> <hr/>
	<p>Q35. What must a Licensee do if a customer file cannot be processed in the maximum time period specified by the license agreement? What is the maximum time allowed?</p> <hr/> <hr/> <hr/> <hr/>
	<p>Q36. How long must a Licensee maintain computer files of the customer service logs?</p> <hr/> <hr/> <hr/> <hr/>
	<p>Q37. How much must a Licensee charge its customers for MLC processing? How must the charges be communicated to the customer?</p> <hr/> <hr/> <hr/> <hr/>
	<p>Q38. If Licensee's customers (mailers) require technical information regarding <i>FASTforward</i> services, who should these customers contact?</p> <hr/> <hr/>

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
License Agreement Questionnaire

	<p>Q39. When can a prospective Licensee begin advertising that the MLC service is available?</p> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q40. Each Licensee's <i>FASTforward</i> facility must provide adequate electronic and physical security and procedures to prevent unauthorized access to or theft of the USPS <i>FASTforward</i> technology and customer mailing lists. What are three other attributes a <i>FASTforward</i> facility must have?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q41. What is the specific format of the customer identification field that the Licensees assign to their customers?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q42. What is a <i>FASTforward</i> Processing Acknowledgment Form? Under what condition(s) is a Processing Acknowledgment Form fully executed?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

STEP 2
FASTforward[®] Mailing List Correction (MLC)
License Agreement Questionnaire

	<p>Q43. What does the Processing Acknowledgment Form signify?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q44. How often must a Processing Acknowledgment Form be obtained from a specific customer?</p> <hr/> <hr/> <hr/>
	<p>Q45. Is it permissible to run an MLC job for a customer, after the Licensee receives a fax of a Processing Acknowledgment Form? Why or why not?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <hr/> <hr/> <hr/> <hr/>
	<p>Q46. Describe the components of a National Deliverability Index (NDI) report? When must such a report be produced for a customer? When must such a report be produced for the USPS?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
License Agreement Questionnaire

	<p>Q47. What options exist for a customer of MLC in regard to the match logic(s) offered by the <i>FASTforward</i> system? What is the major difference between them?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q48. Under what specific condition(s) would a name and address on a customer's file match to a record in the <i>FASTforward</i> database and yet no new address is provided back to the customer? What is provided in lieu of address information in these cases?</p> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q49. What does the MLC licensing fee specifically cover?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<p>Q50. What document must be provided to each potential MLC customer prior to signing the Processing Acknowledgment Form?</p> <hr/> <hr/> <hr/> <hr/> <hr/>

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
Security Documentation

To ensure compliance with section 7.12 of the *FASTforward*SM License Agreement Performance Requirements, the attached forms should be used to describe the physical and electronic security surrounding the *FASTforward* system and mailers' files processed via *FASTforward* within the potential licensee's facility.

Prior to certification and testing, the Security Documentation must be accurately completed and forwarded to the USPS's National Customer Support Center (NCSC) for approval. This information is maintained by the NCSC for each licensee. Prior to ***any changes to any portion*** of the *FASTforward* security environment, your organization must submit updated Security Documentation containing the proposed changes to the NCSC for approval. The USPS will notify your organization in writing of acceptance status.

If at any time the USPS determines that the information provided to the NCSC is not accurate, your *FASTforward* license can be suspended immediately and until accurate documentation is submitted and approved by the NCSC.

Your signature below affirms that the information provided in this security document is accurate and, once approved by the USPS, will not change without prior approval.

Name (Please Print): _____

Company Name: _____

Title: _____

Signature: _____

Date: ____/____/____

USPS Use Only
Date Submitted: ____/____/____
Received by: _____
Check one: ____Approved ____Not Approved

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
Security Documentation

When completing the following documentation, consider the following:

- If you plan to attach your *FASTforward* interface system to a network to which individuals (inside and/or outside your company) have access and those individuals are not authorized to use *FASTforward*, standard operating system/network security software only is not acceptable.
- The *FASTforward* system must be physically secured. No access should be granted to individuals other than those authorized to use *FASTforward*.
- All access to and files processed through the USPS *FASTforward* system must be monitored and secure.

STEP 2
FASTforward[®] Mailing List Correction (MLC)
Security Documentation

Electronic Security

This page or attached document must be used to ***diagram*** the proposed electronic security (hardware and software, such as: encryption, firewall, etc.) your organization plans to implement. List all hardware and software components and diagram all connectivity.

USPS Use Only
Date Submitted: ____/____/____
Received by: _____
Check one: <input type="checkbox"/> Approved <input type="checkbox"/> Not Approved

STEP 2
FASTforward[®] Mailing List Correction (MLC)
Security Documentation

Electronic Security

This page or attached document must be used to ***describe*** how your system approach provides adequate electronic security.

USPS Use Only
Date Submitted: ____/____/____
Received by: _____
Check one: <input type="checkbox"/> Approved <input type="checkbox"/> Not Approved

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
Security Documentation

Physical Security

This page or attached document must be used to describe/diagram physical security your organization plans to implement. List all physical security, such as: locks, key entries on doors and cabinets, building security or alarm systems, etc.

USPS Use Only
Date Submitted: ____/____/____
Received by: _____
Check one: <input type="checkbox"/> Approved <input type="checkbox"/> Not Approved

STEP 2
FASTforward[®] Mailing List Correction (MLC)
Licensee Survey

LICENSING CONTACT: (Person & Address for Licensing issues)
Contact Name:_____
Company Name:_____
Address:_____
City:_____ State:_____ ZIP+4:_____ - _____
Phone:(____)-____-____ Ext _____ Fax: (____)-____-____
SITE CONTACT: (Person responsible for day to day operation and physical location of FASTforward system)
Contact Name:_____
Address:_____
City:_____ State:_____ ZIP+4:_____ - _____
Phone:(____)-____-____ Ext _____ Fax: (____)-____-____
TECHNICAL CONTACT INFORMATION: (Backup Person responsible for day to day operation)
Contact Name:_____
Address:_____
City:_____ State:_____ ZIP+4:_____ - _____
Phone:(____)-____-____ Ext _____ Fax: (____)-____-____
MARKETING CONTACT: (Information will be published in USPS Service Provider List)
Contact Name:_____
Phone:(____)-____-____ Ext _____ Fax: (____)-____-____
POST OFFICE USED PRIMARILY FOR DEPOSITING MAIL:
Name:_____
Address:_____
City:_____ State:_____ ZIP+4:_____ - _____
Phone:(____)-____-____ Ext _____ Fax: (____)-____-____

What is your intended use of FASTforward :

<input type="checkbox"/>	Service Provider Only
<input type="checkbox"/>	In-house Processing Only
<input type="checkbox"/>	Both

STEP 2
FASTforward® Mailing List Correction (MLC)
Licensee Survey

List *all* holidays observed by *your* facility. This includes holidays for which you are closed.

Normal facility hours of operation:

Daily Work Schedule	
Day	Hours of Operation
Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	

Expected normal hours of FASTforward operation:

Schedule for FASTforward processing	
Day	Hours of Operation
Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	

STEP 2
FASTforward[®] Mailing List Correction (MLC)
Licensee Survey

MLC Equipment Information:

1. Telephone number connected and dedicated *ONLY* to the USPS *FASTforward* system at all times: (_____) - _____

Note: The USPS *FASTforward* system must be setup, turned on and connected to a telephone line within 7 days of receipt.

2. Hardware and software used to Interface with the USPS *FASTforward* system:

Interface Software Vendor: _____

Interface Software Product Name: _____

Interface Software Product Version: _____

Address Matching ZIP+4 Product Name: _____

Address Matching ZIP+4 Product Version: _____

Address Matching ZIP+4 System: *(Please check one)*:

- ☐ Open System – Defined as having the ability to modify, adjust, or tweak the application in a manner that will affect the applications ZIP+4 matching decisions.
- ☐ Closed System – Defined as **NOT** having the ability to modify, adjust, or tweak the application in a manner that will affect the applications ZIP+4 matching selection or decisions.

Interface Hardware Vendor/Model/type: _____

Interface Hardware Operating System: _____

Interface Hardware Serial Number: _____

** This page may be copied if more than one MLC machines are used.*

STEP 2
FASTforward[®] Mailing List Correction (MLC)
Licensee Survey

Certification and Audit Media

For testing and auditing purposes, the USPS National Customer Support Center will produce either 3480 or 3490 cartridge or 9-track tape media. We will also expect the cartridge or tape returned for all audit media. Please check one media type that your organization can facilitate for both input and output files:

- ☐ 3480 Labeled EBCDIC
- ☐ 3480 Non-Labeled EBCDIC
- ☐ 3480 Non-Labeled ASCII
- ☐ 3490 Labeled EBCDIC
- ☐ 1600 Tape Media Labeled EBCDIC
- ☐ 6250 Tape Media Labeled EBCDIC
- ☐ 1600 Tape Media Non-labeled EBCDIC
- ☐ 6250 Tape Media Non-labeled EBCDIC
- ☐ 1600 Tape Media Non-labeled ASCII
- ☐ 6250 Tape Media Non-labeled ASCII
- ☐ Internet (email address):_____

STEP 2
***FASTforward*[®] Mailing List Correction (MLC)**
Licensee Survey

Mailing List Correction

In support of the *FASTforward* program, the United States Postal Service may need to visit your location. The following information is needed to facilitate the travel process.

Recommended accommodations for an overnight stay:

Hotel name: _____

Hotel address: _____

Hotel telephone number: (_____) - _____

Alternate hotel name: _____

Alternate hotel address: _____

Alternate hotel telephone number: (_____) - _____

Name and location (city) of the nearest airport. _____

Approximate distance from the nearest airport to your job site: _____

Please include directions from the nearest airport to your location:
